FAAC Meeting Minutes September 25 - 27, 2018
San Diego, CA

Day 1: September 25, 2018	
Chris Alivio, CDSS	Welcome all attendees to the FAAC Conference in San Diego County.
Deanne Zotalis-Ferreira, San Diego	Housekeeping: restrooms, collaboration rooms, lactation rooms, emergency exits, parking, and nearby restaurants.
Rick Wanne, San Diego	- Privilege to host FAAC again, exited to partner with California Department of Social Services and all the county partners. - Thanks to Claudia Gurrola and her team for hosting and putting the conference together. - Thanks to CDSS for putting the conference together as well. - In regards to the North Inland Building, they had the opportunity to partnership with developers to renovate the building which was an abandon building that used to be Office Depot and Albertson. The following services are available in the building: Public assistance, Family resource center, public health, veteran services, child support, child welfare, and over 400 county staff in the building. - The Monthly Eligibility Performance Dashboard has really help them with numbers, know their data, and work with their data. They image about six hundred thousand assignments a month and forty plus thousand appointments a month. - Appreciative that they have excellent relationship with their state department. - Thanks to Kim McCoy Wade and Tami Gutierrez for taking their time to attend this conference.
Kim McCoy Wade, CDSS	- Accuracy – major theme across all initiatives. Appreciate all the work that everyone is doing. Get the numbers down and get it right. - We are just above the national average. Important moment to move beyond and take it back to basics. - Take our program to the next level, teach one another to take us to where we need to be. - We will be adding SSI individuals next summer. - College student. Outreach has done a great job with campus outreach; Get CalFresh has 25% of their applications coming in from College students. - Employment and training services has doubled in the last year. Over 100,000 clients are getting employment and training services throughout California. - Thank you to the FAAC committee for putting this Super FAAC together. - Policy. What are the policy drivers that are contributing to QC errors? For example, the CF 30. We got the fastest waiver approved.

	- Looking closely at verifications - State Hub Roadmap where electronic verifications would be available and provide us with more accurate information quickly and automatic. There will be a webinar coming up soon. - Over issuance. According to the Feds, California is 60% above all over issuances in the country. We are 80% of all government caused over issuances in the country. We have hired a team of former SNAP directors, have done site visits and survey with the county and it has been the best responses ever. - Last but not least personal mission is our regulations. We brought staff in to work on the project and will be coming out soon. - We need to streamline customer service, everyone need accuracy. We can't do this without each other. - This conference is all about everyone coming together not just CDSS. - Thank you to Sue and the CDSS team coming together to make this conference possible.
Tami Gutierrez, CDSS	- It doesn't matter if someone is in QC, Staff development, or Eligibility. We are all one team. Hopefully everyone is beginning to feel the cultural change. CDSS is trying to change culture on how we engage with each county and work together as a team to reach our accuracy goal which is everyone's responsibility. - CDSS is helping Counties collaborate when they see best practices in other counties that could help one another. - ME roadshow. We had 48 counties attend the road show with over 400 attendees. Thanks to all those who attended and provided feedback. - Standing FAAC meetings. Used to be 1 day, now it is two days. - Orange County started calling the Error rate "Accuracy Rate". - QC Accuracy Program Reviews. Getting counties together to look at one another's process and streamline processes. - Want to hear from counties on how CDSS can help. - Based on the breakout sessions, we are expanding beyond QC. - Many would say that the error is QC's responsibility. QC's responsibility is just finding the facts and reporting the error. QC was charged with developing process to improve error rates. Now we are looking at a more collaborative approach where we are looking at tools, interview processes, verifications, and making large changes but also talking about small lift within counties such as supervisory shadowing. - Hope everyone will be able to take a nugget at the end of the conference and bring it back to your county and spread.
Chris Alivio, CDSS	- Quality Control and Improvement Update - Quality Control & Improvement Scorecard: Accuracy rate, top 10 case error elements (wages, salaries, and household composition element). This scorecard is currently in draft and has not been shared externally. We welcome any feedback. We will be looking to update this scorecard on a monthly basis and share as appropriate.

	• Making things easier for QC to get things right like complete reviews and avoid any types of errors. Suggest EWs to update household information as much as they can in the case records. • CAPER: regards to the CF30 issue. The waiver has helped. • This upcoming fiscal year. California is due to Quality Control Integrity Review (QCIR). FFY 2016 was the last QCIR. The three counties FNS will be visiting in FFY 2019 are Los Angeles, Riverside, and Sacramento. FNS will also be visiting CDSS offices in all 3 locations.
CDSS Choua Lor Vanesa May Lucy Ruiz	**Quality Control & Improvement Updates** Policy Interpretation (PI): • 18-103 FNS section 726 – SAR 7 Initial Certification • 18-101 CF MCE Allotment • 18-90 Likely Conclusion. • NSTR Refresher
San Diego County Alberto Garcia Amy Klock Mark Frial Guillermo Godinez Marcus Giffin	**Work Management** The Work Management functionality within the ConnectWellSD System enables Eligibility staff that provide Self-Sufficiency Services to manage and monitor tasks and deadlines electronically. This system has allowed workers to be more efficient by streamlining assignments and tracking work. • County does application processing within same day. • Customer focused. • Have one worker to address all of customer's needs in CalFresh, CalWORKs, and Medical • Office Assistance is able to schedule an appointment within 2 minutes with only 5 clicks using this system compare to 43-44 clicks. • Real-Time reports available • Crew is pushing out a lot work. But actually, fair of the equal distribution of the work by looking at the reports. • System itself is exceptional. Question: How did you get by the PII? Answer: Based on user's level and roles, information is available to certain levels/roles. Customers can have authorized users to access information for their needs.
Break-out Session Claudia Gurrola, San Diego Jennifer Sanchez, Ventura Dina Miles, San Bernardino Melissa Mullin, San Joaquin Audrey Escarzaga, Riverside	**Quality Control Best Practices** This session includes a demonstration from Ventura County on how they have introduced a paperless environment with their QC operations. Ventura walk us through the development and implementation of this operational change. San Bernardino shared an IRT Calculator that they created for their staff. San Joaquin County shared a calendar due date tool, and Riverside County shared an engaging way of sharing error prevention information.

Breakout Session Chris Alivio, CDSS Laurie Coffey, San Bernardino Jadira Tello, San Diego Nora Rodriguez, San Diego Donna Yurcak, Riverside Roque Yanez, Sacramento	**Accuracy Program Review (APR)** In FFY 2019 and beyond, all efforts to improve California's performance measurements will focus on accuracy. The accuracy by which all county partners process CalFresh will ensure California provides easy access to food benefits when our residents need it most. The Accuracy Program Review is a new type of review that focuses on the accuracy of all work done behind the scenes to ensure eligibility staff have the proper tools, training, and information to successfully guide applicants and participants through the CalFresh eligibility determination/redetermination process and how to maintain ongoing eligibility without the need for any breaks in aid. This session highlights the areas of focus for this new review. CDSS have conducted mock APRs for Santa Clara, Sacramento, Riverside, Orange, and San Bernardino.
Breakout Session Leann Zuniga, Tulare	**Accuracy Matters - Looking at Errors and Discovering ways to increase the Accuracy.** This session focuses on the top 3 errors for California. Focus at the errors from a global point of view and at how each individual who interacts with the case has an impact on the accuracy or the accuracy of the case. We will look at possible causes for errors and brainstorming ideas that can be used to help prevent some of the errors from reoccurring.
Breakout Session Laura Gomez, CDSS Nicole Matsuura, CDSS	**Quality Control Foundations and Reminders** This session provides attendees with strategic ideas they can being back to their work. The following topics will be the framework for this session: a) Completing a case with likely conclusion, b) Element 150 Household Composition, and c) Element 350 Child Support. The sessions consist of State Quality Control perspective, shared resources, and involvement in discussions and activities. The goal of the session is for attendees to learn something while still enjoying themselves.
Day 2: September 26, 2018	
Break-out Session Chris Alivio, CDSS Florence McGuire, Monterey	**CalFresh Performance Measurements** This session incorporates tidbits regarding error rates, completion rates, and regression with an emphasis on strategies to avoid sanctions.
Break-out Session Claudia Gurrola, San Diego Dorothy Avila, Los Angeles Sheila Early, Los Angeles	**CalACES** This session provides a sneak peek on the development of the new system. Los Angeles County shared their experience and lessons learned on their transition.
Break-out Session Adriana Hermosillo, San Bernardino Cheryl Freese, San Bernardino Jovita Cudal, San Diego Karla Spain, San Diego	**Quality Control budgeting and differences between QC and Eligibility** This session defines the purpose of Quality Control budgeting with a focus on the following: - Income - Mandatory reporting - Mid-period reporting

	- Verification - VUR - Budget explanation - Budget interactive activity
Break-out Session Amber Bonila, CDSS	**ABAWD Time Limit Implementation** The ABAWD time limit has officially returned to California after 10 years of operating under a statewide waiver. This break out session covers ABAWD time limit policy, California's implementation strategy, and potential impacts to quality control.
Alexis Fernandez, CDSS	**Introduction to Reversing SSI Cash-Out** This presentation provides a policy overview of the Reversal of SSI Cash-Out and the new Supplemental Nutrition Benefit (SNB) and Transitional Nutrition Benefit (TNB) Programs. - Reversal will have an arrange of impact such as income from the SSI individual because they are now considered part of the household. Based on the estimate there is about 45 thousand will experience an increase in benefits. 73 thousand individuals will experience. 7 thousand individuals will experience a loss of eligibility. Those that experience a negative increase or loss of eligibility will receive a hold harmless program. - Effective 6/1/2019 no later than 8/1/2019, those receiving SSI are eligible for CalFresh if all other eligibility criteria are met. - For existing household, the eligibility will be on a rolling basis. Volunteering request, SAR 7, or Recertification. - SSI/SSP amount will not change as the result of the SSI Cash-Out. - The SNB program will provide supplemental state-funded nutrition benefits to CalFresh households that experience a CalFresh benefit reduction at the time of implementation of the reversal of the SSI cash-out policy. - The TNB program will provide transitional state-funded nutrition benefits to CalFresh households that experience an eligibility loss at the time of implementation of the reversal of the cash-out policy. - FNS has nothing to do with the SNB and TNB programs they are State's program only. - Q/A are posted on automation meeting and will be on ACL as well.
<u>Santa Cruz County</u> Andrew Stewart Minnie Ramirez Beth Kimura	**We Care Model** To strengthen the Excellent Service, you already provide and execute a uniform customer service delivery experience that provides positive customer experience outcomes, customer satisfaction, and access to effective and caring service.
Day 3: September 27, 2018	
Recognition Awards	CDSS recognized and celebrated the outstanding work that each person/team/county has contributed to the CalFresh Program, distributing awards in five categories: - Customer Service (4 individuals)

	• Leadership (4 individuals) • Unsung Hero (11 individuals) • Most Innovative (4 individuals) • Teams (8 teams/55 individuals)
Orange County Odon Sanchez Jr. Jose Garcia	**CalFresh Interview Guide and Expectations for Eligibility Staff and Supervisor** CalFresh interview tools were created along with expectations for staff and supervisors. This tool is designed to help staff conduct thorough interviews.

FFY2018 Goals: Remain below 6% Payment Error Rate, achieve a 98% completion rate, Empower QC staff through sharing of Information, and minimize the regression rate.

Action Item(s)

	Action Item(s)	Status	Responsible Party	Comments
07/2018	1. Statewide QC Model that can be provided for training and to shore up inconsistency.	In Progress	CDSS Operations	CDSS has initiated a collaboration with County partners (QC and Staff Development) to create a statewide QC Training for reviewers and supervisors. Meetings are scheduled monthly.
09/2018	2. Update the list of reason codes for CIV and CalWIN.	Pending	CDSS Operations	CDSS will be submitting a request to CalSAWS for an updated list of all reason codes for CalWIN, C-IV, and LRS.